IT MASTER PLAN

NON-IT DEPARTMENT NEEDS ASSESSMENT

Department Interview Summaries

Presented to

Town of Danville

TABLE OF CONTENTS

ITMP NON-IT DEPARTMENT NEEDS ASSESSMENT
DEPARTMENT INTERVIEW SUMMARIES

Disclosure

The following findings and observations are based upon feedback and information *provided by interviewees* of the various departments during our discovery interview process. These findings and observations rely upon and assume that the expressed needs and information communicated by the departments are valid and accurate. The nature of a strategic planning needs assessment process is not to validate the information. Even though some specific feedback from staff may be factually inaccurate, the perception is an issue and may still need to be addressed in some manner (e.g., training, dialogue to clear up misunderstandings, etc.) It is dependent on the organization to further research and evaluate all items to determine the ultimate validity, effectiveness, affordability, and feasibility of the recommendations and/or projects.

Updating the Department Needs Tables

The following needs assessment tables can be continually utilized by the departments and IT Committee to add/modify/delete as the IT Plan is implemented. Additionally, the priority and benefits columns can be completed as a further prioritization process and for gathering justification feedback for specific projects/initiatives.

Developing Action Plans

Developing action plans is the first step in implementing tasks to address and resolve the issues and needs identified by the departments. Additionally, many other minor items and overlapping issues can be found in the following pages. We recommend that action plans be developed with the cooperation and involvement of the individual departments and the IT Committee. Although there are many redundancies on the following pages, it is by design so that individual departments can review, address, and monitor their specific activities for improvement and resolution.

The action plans should include all identified needs, recommended resolutions, persons and entities responsible, target due dates, comments, and, in some cases, help desk log numbers. These action plans can help ensure that all needs are being addressed and a decision has been made as to whether or not to pursue a resolution on a specific item. These action plans will also prove beneficial to annual resource and budget planning requirements.

CITY CLERK

Functional Area Background

- Serve as conduit for information between residents and Town Council/staff
- Promote and endorse public access to public information
- Utilize Town communications to inform residents and communicate with the public
- Coordinate Town Council meetings, events, and workshops
- Accurately maintain the legislative history of the proceedings of the Town Council, Community Development Agency, Civic Improvement Corporation, Financing Authority, and the Danville Disaster Council
- Comply with all laws and regulations as related to the Government Code, California Election Law, FPPC, Ralph M. Brown Act, and Public Records Act
- Administer Oaths of Office
- Televise local events and/or meetings on public access channel
- Conduct the bi-yearly Municipal Election for the Town Council and coordinate process to fill unanticipated vacancies on the Town Council
- Conduct recruitments for the Town's Serve as filing officer for Campaign Statements, FPPC Form 700, and AB 1234
- Commissions/Boards/Committees
- Provide timely updates to the Town's Municipal Code; Oversee the organization-wide utilization of the Records Management Program
- Maintain original contracts and agreements in which the Town is a party
- Participate in the Town's EOC program
- Serve as liaison to the CCCSWA
- Produce Danville Today newsletter and Annual Report
- Respond to citizen inquiries and public records requests
- Serve as Recording Secretary on L.E.A.D. Committee
- Serve as alternate PIO for the Town's EOC operations
- Town Council Agenda Management
- Administer Records Management Program
- Contracts and Agreement Maintenance
- 1 Full-time Staff

Software in Use

- MS Access
- MS Excel
- MS Word
- MS Outlook
- Express Scribe
- LaserFiche
- MetroScan
- MUNIS
- Adobe Acrobat

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Bonds Tracking (MS Access)	• Consider MUNIS Project Accounting	• MUNIS Enterprise Application Needs Assessment		•
Awards Tracking (MS Access)	• Consider MUNIS Human Resources	• MUNIS Enterprise Application Needs Assessment		•
Resolution Tracking (MS Access)	• Consider LaserFiche or Minutes Management Software	• Electronic Document Management Needs Assessment • Automated Agenda & Minutes Management		•
Offsite Storage Tracking (MS Access)	• Consider setting up hardcopy indexing using LaserFiche	• Electronic Document Management Needs Assessment		•
Performance Indicators	• Consider MUNIS Time Tracking • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment		•
CCCSWA Customer Contact Log	• Consider CRM • Consider MUNIS Work Orders	• CRM (Citizen / Customer) Relationship Management		•
Form 700 and AB 1234 Log	• Consider using MUNIS HR for employees • Consider using Business License for external	• Community Development/Land Management Application Suite • MUNIS Enterprise Application Needs Assessment		•
MUNIS Reports	• MUNIS Report Training	• MUNIS Enterprise Application Needs Assessment		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Performance Indicators	Progress of Goals and Objectives at mid-year and year-end	• Consider MUNIS Time Tracking • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment		•
Bond Release Report	Monthly List of all surety bonds to be released	• Consider ad hoc report from MUNIS Project Accounting	• MUNIS Enterprise Application Needs Assessment		•
Records Destruction	Storage Boxes - Candidates for Destruction	• Consider using LaserFiche	• Electronic Document Management Needs Assessment		•
Records List	Storage Boxes – By Department, Box Number, Location Number, etc.	• Consider using LaserFiche	• Electronic Document Management Needs Assessment		•
Historical Town Council List	Who served, when, and when Mayor	• Consider using MUNIS HR	• MUNIS Enterprise Application Needs Assessment		•
Awards	Mayor's installation awards by type and date	• Consider using MUNIS HR	• MUNIS Enterprise Application Needs Assessment		•
Resolutions	Status, Number, Date, Vote	• Consider LaserFiche or Minutes Management Software	• Electronic Document Management Needs Assessment • Automated Agenda & Minutes Management		•
CCCWA Contacts	Log of complaints and inquiries by address	• CRM implementation	• CRM (Citizen / Customer) Relationship Management		•
Form 700 / AB 1234	Who, date filed, etc.	• Consider using MUNIS HR for employees • Consider using Business License for external	• Community Development/Land Management Application Suite		•

Training Needs

Description		Initiative	Priority	Benefits	Number of Users
MS Access		• User Training – Productivity & Office Software		•	
MS Excel		• User Training – Productivity & Office Software		•	
Adobe Edit of Commission Applications		• User Training – Productivity & Office Software		•	
MUNIS Reporting		• Operational Department Software/Systems Training		•	
LaserFiche		• Electronic Document Management Needs Assessment • Electronic Document Management System Implementation		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Unified Messaging		• Unified Messaging		•
Cordless Desk Phones	• Telephone Equipment	•		•
Publish Town's main phone line instead of City Clerk Office	• Procedure Issue	• Telephone Call Routing Review		•
Review 411 Operator script for main phone line	• Procedure Issue	• Telephone Call Routing Review		•
Ability to checkout cell phone for Town Hall Meetings	• Procedure Issue	•		•
Ability to retrieve deleted voice mail		•		•
Ability to bypass night recording option for City Clerk extension.	• Telephone System Setup	• Telephone Call Routing Review		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Add a computer monitor	• Procedure & Budget Issue	• Dual Monitors		•
Replace Blue Carpet copier/printer	• Procedure & Budget Issue	• Computer Equipment Replacement		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Noon hour computer backups hinder response time	• Procedure	• Emergency Preparedness		•
Website content formatting and spelling errors		• Website Updates, Policies & Procedures		•
Ability to quickly restore programs to computer and laptop		• Improve IT Productivity		•
Ability to plan implementation needs and timing		• Software Selection Best Practices • Application Support Best Practices		•
Move LaserFiche budget, renewal, and upgrade responsibility to IT	• Policy and Budget Issue	• IT Governance		•
Records management realm now includes IT items		• Electronic Document Management Needs Assessment		•

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Add Town Council meeting audio recordings		• Town Meeting Audio/Visual		•
Increase public access to more than 2 years of Town legislative history	• Consider Automated Agenda and Minutes Management applications	• Automated Agenda Management		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Website activities require 6 hours per month	• Need to inventory development and content updates needs, estimate resource requirements, assign staff, and prioritize	• Website Updates, Policies & Procedures • Web Content Management Needs / Tools		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Promotion of public input items for Town Council consideration	• Consider one-way Internet blog for public input as well as surveys	• CRM (Citizen / Customer) Relationship Management • Website Development/ Enhancements		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
	•	•		•

TOWN MANAGER AND CITY ATTORNEY

Functional Area Background

- Manage the Town organization and provide support to the Town Council
- Provide legal advice to the Town organization and Town Council
- 4 Full-time Staff
- 2 Part-time Staff

Software in Use

- MS Excel
- MS PowerPoint
- MS Outlook
- Class Facilities
- LaserFiche
- MetroScan
- MUNIS Requisitions
- Adobe Acrobat

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Resident Complaint Tracking		• CRM (Citizen / Customer) Relationship Management		•
Provide New Resident Information		• Website Development/Enhancements		•
RSVPs for Town hosted events		• Website Development/Enhancements • Online Social Collaboration		•
Provide Polling Place Locations	• Consider using GIS	• Website Development/Enhancements • GIS Needs Assessment		•
Filing Claims with the Town		• Website E-Integration • Website Development/Enhancements		•
Business License		• Community Development/Land Management Applications Suite		•
Provide information for Alamo and unincorporated area		• Website Development/Enhancements • GIS Needs Assessment		•
Provide information for Contra Costa County departments such as marriage licenses and birth certificates		• Website Development/Enhancements		•
Provide Planning department information such as property zoning and ownership		• GIS Needs Assessment • Community Development/Land Management Applications Suite		•
Provide Bid information such as the plan holders list and results	• Consider using MUNIS Bid Management	• Online Bids Management • MUNIS Enterprise Applications Needs Assessment		•
Road repair issues	• Consider using CRM or Work Requests	• CRM (Citizen / Customer) Relationship Management		•
Parking Permits	• Consider using Permitting or Licensing	• Community Development/Land Management Applications Suite		•
Signs such as removed and illegal	• Consider using MUNIS Work Orders	• Work Orders Application - MUNIS		•
Passports		• Website Development/Enhancements		•
Linking to the website		• Website Development/Enhancements		•
Access to Town's Vendor's list	• User application access	• MUNIS Enterprise Applications Needs Assessment		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Town Council compensation and benefits	• Consider using MUNIS HR	• MUNIS Enterprise Applications Needs Assessment		•
Tree preservation ordinance		• Website Development/Enhancements		•
Ridgeline ordinance		• Website Development/Enhancements		•
Bee and vector control		• Website Development/Enhancements		•
Animal control services	• Consider using Code Enforcement or Animal Licensing	• Community Development/Land Management Applications Suite • MUNIS Enterprise Applications Needs Assessment		•
Fish and Game information		• Website Development/Enhancements		•
Conflict resolution and issues with neighbors	• Consider using CRM	• CRM (Citizen / Customer) Relationship Management		•
Code enforcement issues	• Consider using Code Enforcement	• Community Development/Land Management Applications Suite		•
Maintenance service requests	• Consider using MUNIS Work Orders • Consider using CRM	• CRM (Citizen / Customer) Relationship Management		•
Facilities rental request	• Consider view access to Class Recreation System • Consider enabling Facilities Rentals on the Website	•		•
Recreation class information	• Consider view access to Class Recreation system	•		•
Special events information	• Consider posting Special Events info on the Website	• Website Development/Enhancements		•
Garbage complaints	• Consider using CRM	• CRM (Citizen / Customer) Relationship Management		•
Telemarketing control				•
Telemarketing recorded messages				•
Live voice for Town telephone number with 95% of callers being transferred.	• Policy and procedures	• Telephone Call Routing Review		•
Video Calls				•
Audio of Meetings online		• Town Meeting Audio/Visual		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Online Job Applications	• Consider using MUNIS Online Application Tracking	• Online Application Tracking – MUNIS • MUNIS Enterprise Applications Needs Assessment		•
FAQ page with more detail A-Z		• Website Development/Enhancements		•
Automate internal incident report forms	• LaserFiche workflow capabilities	• Electronic Document Management Needs Assessment		•
Improve inter-office mail	• Procedural			•
Improve Town-wide understanding of the bid process	• Identify bids management solution and provide training • Consider intranet	• Operational Department Software/Systems Training • Website Development/Enhancements • Online Bids Management		•
Provide availability to Town Council ASR timeline, deadlines, reviewers process	• Consider intranet	• Website Development/Enhancements		•
Ability to track submittals to the Annual Report and Danville Today articles and reviewers		• Electronic Document Management Needs Assessment		•
Town Facility Schedule		• Website Development/Enhancements		•
Track CCCSWA / Bayshore / Valley Waste issues and who does what		• Website Development/Enhancements • Electronic Collaboration Tools		•
Bi-monthly info one page Hot Sheet bulletin, including: projects out for bid with bid date, water feature repairs, major road repairs, summer registration dates, shop local night dates		• Website Development/Enhancements		•

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Need a Town receptionist so that callers get a live voice		• Telephone Call Routing Review		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
iPhones		• Mobile Access Improvements		•
Wireless laptops to staff at dais during Town Council meetings	• Consider a Group or General Use laptop checkout program	• Wireless Expansion and Guest Wireless		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Ability to prioritize and plan IT work and major initiatives		• IT Governance • Application Support Best Practices • Improve IT Productivity • IT Staffing • IT Training		•

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Ability for residents to tell the Town what they are thinking, i.e. provide feedback	• Consider Website surveys • Consider one-way Internet blog	• Website Development/Enhancements • CRM (Citizen / Customer) Relationship Management		•
Ability for residents to ask questions and receive answers	• Consider CRM for tracking and response	• CRM (Citizen / Customer) Relationship Management		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Overall content responsibility	• Ability to push content responsibility to the departments	• Website Updates and Procedures		•
Overall update responsibility	• Ability to push maintenance out to the departments	• Website Updates and Procedures		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
One-way information blog with a personal touch		• Website Development/ Enhancements • Online Social Collaboration		•
"What is happening in Town this week" blog		• Website Development/ Enhancements • Online Social Collaboration		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Put Building Permits online		• Community Development/Land Management Applications Suite		•
Publicize Economic Development initiatives		• Website Development/Enhancements • Community Development/Land Management Applications Suite • Electronic Document Management		•

FINANCE

Functional Area Background

- Receiving and disbursing funds with accurate tracking in appropriate detail for support management reporting and decision making
- Financial Planning and Reporting
- Prepare annual Budget and annual Audit
- Safeguard the Town's assets by implementing internal controls, policies and procedures for investing, monitoring, tracking and reporting of Town assets
- Provide accurate and timely management data and reports to staff
- 5 Full-time Staff
- .5 Part-time Staff

Software in Use

- MS Access
- MS Excel
- MS Outlook
- MS PowerPoint
- MS Publisher
- MS Word
- Adobe Acrobat
- CAFR Online
- Crystal Reports
- E-Copy
- LaserFiche
- MUNIS G/L, CR, AP, FA, GB, Project Tracking

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Biweekly production of the MUNIS Demand Register	• Consider changing to a Crystal Report or Business Objects Report to pull the data and then import into MS Excel to tailor the description	• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		• Accuracy
Increase participation in online renewal of Business Licenses	• Marketing and web enhancements	• Business License Software Utilization Website Development/Enhancements • Community Development/Land Management Applications Suite • Website E-Integration		• More accurate records if owner types information vs. handwritten. Faster turnaround.
Closing de minimus retirement accounts (i.e. part-time life guards $25 for the summer)	• Consider review of Town Retirement policy for summer temporary employees to allow opt-in or opt-out.	• MUNIS Enterprise Applications Needs Assessment		• Funds returned to owners.
Mass update several calendars at the same time with TC meetings, Study Sessions, Holidays, etc.	• Consider pushing mass MS Outlook calendar updates by type and/or group			• Currently the dept. Admin. Sec. updates multiple calendars with the same information. Perhaps the City Clerk or Admin. Sec. could use current software to send a "meeting request" that updates multiple calendars
Create graphs from MUNIS accounting system		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		• More graphs would get done if they could be linked and updated to MUNIS
Time Sheet: record project(s) worked on		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•
More links to other agencies, download statement, import transactions from vendors		• MUNIS Enterprise Applications Needs Assessment		•
Ability to perform "Quick Entry" of business license renewals		• Operational Department Software/Systems Training • Community Development/Land Management Applications Suite		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Review recreation sign-up forms and notifications for proper mailing location for checks for rental deposits and classes		• Website Development / Enhancements • Electronic Document Management Needs Assessment		•
Improve speed of interoffice mail delivery especially at month end (deposits)	• Procedural			•
Scan a lot of documents into LaserFiche but cannot efficiently retrieve them	• Consider reviewing indexing rules	• Electronic Document Management Needs Assessment		•
Ability to track hours spent on work tasks such as Bank Recon.	• Consider using Project Accounting • Consider using Time Tracking	• MUNIS Enterprise Applications Needs Assessment		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Crystal reports in general	Use Crystal Reports to pull data from MUNIS reports, analysis, and graphs		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•
Total compensation cost per employee	Download salary, benefits, taxes, etc. from MUNIS for both reporting and analysis (manipulation) processes. Use Crystal Reports.		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•
Requisition processing	Crystal Report to help with processing requisitions on a timely basis. Identify requisitions "stuck" in someone's inbox.		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•
Crystal Budget Reports Modifications	The budget reports must not show dollars less than $1,000		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
Crystal Reports basics – have MUNIS data dictionary		• Operational Department Software/Systems Training		•	
Better use of MUNIS office capabilities		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Phones that keep caller ID log of incoming calls		• Unified Messaging		•
Phones that will redial periodically until the number answers	• Determine if current phone system has capability and provide training			•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Faster scanning devices	• Equipment decision and budgeting	• Electronic Document Management Needs Assessment		•
More organized document storage, i.e. stored in one place rather than multiple places		• Electronic Document Management Needs Assessment		•
More Wi-Fi connections throughout the Town		• Wireless Expansion and Guest Wireless		•
Electronic parking stickers that use Wi-Fi to parking enforcement hand held devices that will reflect violations of hours and locations for the permit type		• Parking Enforcement and Collections Software		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
More MS Outlook storage – use email as a filing cabinet and it, and my archives, get big! However, using hours per week to clean it out seems like a poor use of time. It would be more cost effective to increase storage, delete anything over 5 years (ties to record retention requirements).		• User Training – Productivity & Office Software		•
More frequent backups of our files, including MS Outlook. Ideally, Finance would have nightly incremental changes for the week. Then, weekly, monthly, and annual retentions available.		• Emergency Preparedness		•
Ability to load the MS Excel "add-ins" onto desktop		• User Training – Productivity & Office Software		•
Ability to send large electronic files directly from server		• User Training – Productivity & Office Software		•
When all three IT staff are offsite it is hard to get support for urgent issues or to let MUNIS support staff on the server		• IT Staffing • Application Support Best Practices		•
System updates at lunch time slow the server way down	• Procedural	• Emergency Preparedness		•
The front door to the Town Offices requires a code to keep it unlocked for an extended period of time. Temporary personnel at the front counter need to know how to get this code when needed.	• Procedural			•
More secure attachment of scanned documents to MUNIS records. Ability to delete attachments should be limited.		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•

Online Citizen Communication Needs & Issues (Gov 2.0 – Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Market ability to renew Business Licenses online	• Collect Business email addresses and provide online renewal notification with link to online renewal form	• Website Development/Enhancements • Business License Software Utilization		• Increase percentage of online renewals
Market credit card payment availability for Business License renewals		• Website Development/Enhancement • Business License Software Utilization		•

Website Content Needs & Issues (Gov 2.0 – Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Updated Budget		• Website Development/Enhancements		•
Audit		• Website Development/Enhancements		•
Updated Business License forms		• Website E-Integration • Business License Software Utilization		•
Business License Information		• Business License Software Utilization • Community Development/Land Management Application Suite		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Promote educated, responsible citizenship by engagement of citizens to help prioritize and buy into which services are rendered per tax dollars		• Web Development/ Enhancements • Online Social Collaboration		•
Impact of State budget issues on Danville	• Consider a blog discussion	• Online Social Collaboration		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Pay dates	• Consider posting on MUNIS ESS or Intranet	• MUNIS Enterprise Applications Needs Assessment • Website Development/Enhancements		•
Demand Register Cutoff Date	• Consider posting to the Website	• Website Development/Enhancements		•
How to get on the Vendor List	• Consider posting process and forms on the Website	• Website Development/Enhancements • Online Bids Management		•
How to enter a purchase requisition	• Consider refresher training	• Operational Development Software/System Training • MUNIS Enterprise Applications Needs Assessment		•
Where are Calcard statements?	• Consider posting a link on the Intranet • Consider using FAQs • Consider using LaserFiche	• Website Development/Enhancements • Operational Development Software/System Training		•

HUMAN RESOURCES & PAYROLL

Functional Area Background

- Provide support to all who request information regarding employment through electronic delivery, whenever possible
- Keep records of all processes, from recruitment to termination of potential, current, and past employees
- 2 Full-time Staff

Software in Use

- MS Access
- MS Excel
- MS Outlook
- MS Publisher
- MS Word
- A-check
- Alpha Card
- Budget Builder
- C-Cure
- LaserFiche
- Live Scan
- MUNIS ESS
- MUNIS HR
- MUNIS Requisitions
- Adobe Photoshop
- Website to post Job Listings

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Online Applicant Tracking	• Consider using MUNIS Online Applicant Tracking	• Online Applicant Tracking - MUNIS • MUNIS Enterprise Application Needs Assessment		•
Training Tracking	• Consider using MUNIS HR	• MUNIS Enterprise Application Needs Assessment		•
New Employee Orientation forms	• Consider using LaserFiche • Consider using SharePoint	• Electronic Document Management Needs Assessment • Electronic Collaboration Tools		•
New Employee Orientation Checklist (forms, tour, phone use, email setup, benefits, etc.)	• 3-5 new hires per year • Consider using MUNIS HR • Consider using MUNIS Online Applicant Tracking • Consider using MUNIS Work Orders • Consider using LaserFiche Workflow • Consider using SharePoint	• MUNIS Enterprise Application Needs Assessment • Electronic Document Management Needs Assessment		•
Employee Termination Checklist for requested benefits	• Consider using MUNIS HR • Consider using MUNIS Online Applicant Tracking • Consider using MUNIS Work Orders • Consider using LaserFiche Workflow • Consider using SharePoint	• MUNIS Enterprise Application Needs Assessment • Electronic Document Management Needs Assessment		•
Employee Handbook	• Consider using Intranet • Consider using LaserFiche • Consider using SharePoint	• Electronic Collaboration Tools • Electronic Document Management Needs Assessment		•
Key Tracking	• Consider using MUNIS HR	• MUNIS Enterprise Application Needs Assessment		•
Leave requests and time sheet entry for Maintenance employees	• Consider using MUNIS ESS	• MUNIS Enterprise Application Needs Assessment		• Will free up some Administration Secretary time for other projects

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Orientation Lists	Track department items	• Consider MUNIS Work Orders • Consider LaserFiche • Consider SharePoint	• Electronic Collaboration Tools • Electronic Document Management Needs Assessment		•
Key List	Currently in MS Excel	• Consider using MUNIS HR	• MUNIS Enterprise Applications Needs Assessment		•
Job Descriptions and Salary Ranges	Want to post on Website	• Consider Intranet for employees • Consider Website	• Website Development/ Enhancements • Electronic Document Management Needs Assessment		•
Benefits	Want to post on Website	• Consider Intranet for employees • Consider Website	• Website Development/ Enhancements • Electronic Document Management Needs Assessment		•
Yearly Training Report to Employees	Ability to efficiently track and report training received per employee	• Consider using MUNIS Training and Certification (HR)	• MUNIS Enterprise Applications Needs Assessment		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
MS Excel		• User Training – Productivity & Office Software		•	
MS PowerPoint		• User Training – Productivity & Office Software		•	
MS Word		• User Training – Productivity & Office Software		•	

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
Crystal Reports		• User Training – Productivity & Office Software • Operational Department Software/Systems Training		•	
MUNIS Online Applicant Tracking		• Operational Department Software/Systems Training		•	
MUNIS Training and Certification Tracking		• Operational Department Software/Systems Training		•	
MUNIS HR		• Operational Department Software/Systems Training		•	
MS Publisher		• User Training – Productivity & Office Software		•	
File Management the Danville Way be it "Q:Common" or "my documents on all employees computer" and for file deletion system		• Operational Department Software/Systems Training		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Unable to use DND (do not disturb) feature	• Help Desk request			•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Distribution responsibility of handhelds and other items for new employees	• Consider using MUNIS HR	• MUNIS Enterprise Applications Needs Assessment		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Job Descriptions and Salary Ranges	• For External Surveys	• Website Development/Enhancements		•
Organization Charts		• Website Development/Enhancements		•
Benefit Information		• Website Development/Enhancements		•
Policies		• Website Development/Enhancements		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Recruitment on Web	•	• Online Application Tracking - MUNIS		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
LinkedIn Professional Profiles for all Town management	• Consider Social Collaboration Policy Creation	• Online Social Collaboration		•
Facebook	• Consider Social Collaboration Policy Creation	• Online Social Collaboration		•
Twitter	• Consider Social Collaboration Policy Creation	• Online Social Collaboration		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

POLICE

Functional Area Background

- To protect Life and Property
- To serve the Public
- Educate community on crime prevention
- 31 County Sworn Officers
- 5 Town Staff

Software in Use

- MS Excel
- MS Outlook
- MS PowerPoint
- MS Publisher
- MS Word
- LaserFiche
- MUNIS Time & Attendance
- Google Earth

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Tracking of Assets, Equipment, and Inventory	• Consider using MUNIS Fixed Assets • Consider using MUNIS HR	• MUNIS Enterprise Applications Needs Assessment		•
Parking Citations		• Parking Enforcement and Collections Software		•
Juvenile Citations	• Determine if Parking Enforcement software has general citation issuance and tracking capabilities			•
Emergency Preparedness Public Info	• Consider posting on the Website	• Website Development/Enhancements		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Canned MUNIS Reports	• Court • Special Events • Activities		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•
Run County Reports using Crystal Reports	• Citations • Overtime Summary • Volunteer / Reserve Hours • Crime Statistics • Traffic Statistics • Recovered Property Statistics • Calls for Service • Part 1 Offense Statistics • Juvenile Offense Statistics • Query Incident Types / Locations		• Operational Department Software/Systems Training		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
MS Excel		• User Training – Productivity & Office Software		•	
MS Word		• User Training – Productivity & Office Software		•	
Crystal Reports		• User Training – Productivity & Office Software		•	
MUNIS Reporting		• MUNIS Enterprise Applications Needs Assessment • Operational Department Software/Systems Training		•	
Adobe Photoshop		• User Training – Productivity & Office Software		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Ability to turn voicemail into email		• Unified Messaging		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Computer Upgrades	•	• Computer Equipment Replacement		•
Video Recording Monitor Upgrades	•	• Security Improvements		•
Upgrading and cleaning computer hard drives	•	• Computer Equipment Replacement		•
Video Recorders in all patrol vehicles and motorcycles	•	• Security Surveillance Video Streamed to Squad Cars		•
Ability to post scanning from vehicle	•	• Squad Car Video Recording		•
Security videos in parks, critical sites which interface with vehicles	•	• Security Improvements		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
3 Crystal Report licenses	• Budgeting			•
2 Photo Shop licenses	• Budgeting			•
Defined protocol for purchasing and maintaining Toughbooks for vehicles		• Computer Equipment Replacement		•

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Public Safety Update Blog		• Online Social Collaboration		•
Online request and payment for traffic reports		• Website Development/Enhancements		•
Blog of Incident occurrences in Town by date and incident		• Online Social Collaboration		•
Crime Prevention FAQ Updates		• Website Development/Enhancements		•
Neighborhood Watch upcoming events		• Website Development/Enhancements		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
No department resources are available for current public safety blog, crime prevention updates, and upcoming events		• Website Updates and Procedures		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

ECONOMIC DEVELOPMENT & TRANSPORTATION SERVICES

Functional Area Background

Transportation

- Active participation in regional and local transportation planning committees/forums to:
  - Minimize impacts to Danville from development activities occurring outside of the community
    - Ensure Danville continues to receive its eligible share of regional, state, and federal transportation funding opportunities
    - Build strategic partnerships in the sub region and region to position Danville for the two objectives above
  - Local and regional committee participation includes:
    - Contra Costa Transportation Authority - SWAT
    - Contra Costa Transportation Authority - GMP Task Force
    - Contra Costa Transportation Authority - TCC
    - Contra Costa Transportation Authority - Countywide Bike & Pedestrian Plan
    - Contra Costa Transportation Authority - Travel Demand Forecast Modeling
    - Tri-Valley Transportation Council - Board and TAC
    - Dougherty Valley Oversight Committee (DVOC)
- Transportation Improvements: Oversight of transportation capital projects, either implemented by the Town or by another agency
- Traffic Calming: Manage a Neighborhood Traffic Management Program to address issues related to speeding, cut-through traffic, and other safety concerns
- Traffic Operations: Construct and maintain the transportation system as it pertains to traffic signals (and all associated hardware and interconnect cabling), devices (radar speed signs, lighted crosswalks, speed humps, etc.), signs, and striping
- Traffic Safety & Education: Manage and operate a valley-wide traffic safety education program called "Street Smarts". Danville serves as Street Smarts contract service provider to San Ramon and Contra Costa County. Street Smarts offers programs at all three grade levels: elementary, middle and high schools. Street Smarts maintains its own website, linked to the Town's, which is managed by Danville.
- TRAFFIX: Participate in, and currently Chair of, the Measure J Traffic Congestion Relief Agency (dba TRAFFIX) which operates a student transportation system at seven schools in the San Ramon Valley Unified School District's boundary area. TRAFFIX is a Joint Powers Authority, which Danville helped to form. Activities include hosting, coordinating, and facilitating the activities of three active groups: the Board, Technical Advisory Committee, and the Citizens Advisory Committee.

Economic Development

- Business Community Partnerships: Active leadership in local and regional business community including attendance and participation at the Danville Area Chamber of Commerce, Discover Danville Association, Tri-Valley Business Council, and Tri-Valley Convention & Visitors Bureau
- Promotion of the "Shop Danville" Campaign: Ongoing activities associated with the promotion of "buy local" effort, including:
  - Ongoing refinement of the Town's commerce oriented website (Danville In Style) where it serves as an online marketing tool to promote Danville as a singular shopping destination to the general public and serves as a one-stop shop for residents to find any Danville business with a business license (not membership based, like the Chamber)
  - Development and coordination of content for a monthly Danville Advertorial news page that features and promotes all things related to retail and recreation - this involves coordinating with contract staff writers and photographers, as well as the Bay Area News Group
  - Direct content development associated with a quarterly "Danville Life & Style" publication, designed also to promote Danville businesses as well as Chamber members
- Business Promotion Program: Administration of the annual program budget, which includes tracking and reporting
- Retail and Retention Program: Administration, and ongoing refinement, of the Town's local retail stimulus program that entails approving, tracking, and overseeing expenditures of funds for marketing as well as façade improvements
- Town-wide Special Events: Coordination of planning and operational activities, among departments and non-profit organizations, for Town-wide events such as the July 4th Parade, Lighting of the Old Oak Tree, etc.
- 4 Full-time Staff
- .75 Part-time Staff

Software in Use

- MS Access
- MS Excel
- MS Outlook
- MS PowerPoint
- MS Publisher
- MS Word
- Stars
- Mozilla Firefox
- Google Chrome
- Google Earth
- Flickr Uploadr
- GeoMedia
- Livescribe Desktop
- Rixio Creator DE
- eCopy
- LaserFiche
- MetroScan
- QuicNet
- Synchro/SimTraffic
- Traffix
- HCS
- HDL
- MUNIS
- Crystal Reports
- QuickBooks Pro
- Jamar
- Trax
- MetroCount
- Intersection Magic
- AutoCad
- Adobe Acrobat
- Adobe Dreamweaver
- Adobe Photoshop
- Adobe Bridge
- Adobe Illustrator

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Uploading/downloading of locations related to speeds, devices, etc.		• GIS Needs Assessment		• Easy one-stop access to all relevant information necessary to evaluate issues
NTMP Web-Based Project and Information Management		• Electronic Collaboration Tools		• Equal access to project information by all residents, not just those "in the know"
Work Order Processing and Tracking among Internal Departments	• MUNIS Work Order Implementation	• Work Orders Application - MUNIS		• Coordination among departments; reduces internal tracking time; duplication
Signal Malfunction Work Order Processing/Tracking w/ other Agencies	• MUNIS Work Order Implementation	• Work Orders Application - MUNIS		• Coordination among departments and with outside agencies
Processing Radar Speed Survey, Traffic Count, Intersection LOS Requests		• GIS Needs Assessment • CRM (Citizen / Customer) Request Management Work Orders Application - MUNIS		• Documenting who asked for what and for what reason
Econ. Dev. Electronic Notification to Businesses		• Business License Software Utilization		• Notification of project, construction, or other activity
Downtown Parking Management - Consolidating information		• Parking Enforcement and Collections Software • MUNIS Enterprise Application Needs Assessment		• Coordination among departments; verification of information provided
Performance Indicators	• Consider MUNIS Time Tracking • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment • Operational Department Software/Systems Training		• Turns document into one-stop resource for information in other reports
Cataloguing and storing photos		• Electronic Document Management Needs Assessment		• Sharing of photos, saves server space, easy access and use
Econ. Dev. Processing of Business Promotion Funding grants	• Consider Project Accounting - MUNIS	• MUNIS Enterprise Application Needs Assessment		•
Caller I.D. associated with voicemail messages		• Unified Messaging		•
Special event project tracking and assignment	• Consider using MUNIS Work Orders • Consider Project Accounting - MUNIS	• MUNIS Enterprise Application Needs Assessment		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Biennial Report to Town Council	• Create a report template with performance measures that can be pulled in from the Performance Indicators report	• Consider using Crystal Reports or Business Objects			•
MUNIS Reports	• Create a report template that pulls information from MUNIS (but in a format that the user finds helpful) for: annual adopted budget #s, YTD budget #s, PO status, etc.		• MUNIS Enterprise Application Needs Assessment • Operational Department Software/Systems Training		•
TRAFFIX Budget Reports	• Create a report that pulls information from QuickBooks, in conjunction with MS Excel data, for mid-year and annual budget proposals		• Operational Department Software/Systems Training		•
Biennial Traffic Count	• Create a report that pulls summary information from the proprietary traffic count software and displays it in a web-ready and printable format		• Operational Department Software/Systems Training		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits
GeoMedia/GIS "for dummies"; intuitive web-based application for non-everyday users (where one does not have to remember 50 different steps to retrieve and print information)		• GIS Needs Assessment • Operational Department Software/Systems Training		•
GeoMedia: specifically how to conduct property search and create mailing labels for geo areas such as the downtown		• GIS Needs Assessment • Operational Department Software/Systems Training		•
Crystal Reports		• Operational Department Software/Systems Training		•

Description	Observations & Recommendations	Initiative	Priority	Benefits
MUNIS Reports		• Operational Department Software/Systems Training		•
QuickBooks Reports		• Operational Department Software/Systems Training		•
Adobe Photoshop Elements		• Operational Department Software/Systems Training		•
MS PowerPoint		• User Training – Productivity & Office Software		•
MS Publisher		• User Training – Productivity & Office Software		•
QuicNet training on new features and applications		• Operational Department Software/Systems Training		•
AutoCAD training		• Operational Department Software/Systems Training		•
LaserFiche - proper scanning and storing		• Electronic Document Management Needs Assessment • Operational Department Software/Systems Training		•
Stars Inquiry		• Operational Department Software/Systems Training		•

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Need call forwarding (from office phone to cell) with Caller-ID		• Telephone Call Routing Review		•
Would like conversion of voicemails to text (forwarded to e-mail and phone)	•	• Unified Messaging		•
Would like call/voicemail tracking for To-Do list or related to Projects (NTMP, capital, etc.); preferably as part of time tracking	•	• Unified Messaging		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Would like traffic device operational failures to automatically be converted into a workflow alert and tracking system	• Consider exploring device transmittal capabilities and custom writing a script that generates an alert or work request to the MUNIS Work Order system	• Operational Department Software/Systems Training		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Audio/Visual: We make quite a few presentations in this department. It would be nice to be able to access presentations (in MS PowerPoint, video, etc.) that can be stored on a Town server, from any Town facility or meeting room (rather than lugging over a laptop and projector), and setting it up in whatever meeting space it's located in).		• Town Meeting Audio/Visual		•
Connectivity among Database Silos: Rather than having information continue to live in silos (business license info in Finance, building permit info in Building, employee parking in Police) - it is important for there to be an ability to build connecting links between/among these disparate databases that are all rich in information		• Community Development/Land Management Application Suite • MUNIS Enterprise Application Needs Assessment		•
Collection of Information at Different Points of Contact: There is a need to find a point of information collection for the business community, the way we have a built-in mechanism for the residential community (through issuance of building permits). At this point, it would be appropriate to assess whether the Business License issuance process may be an appropriate collection point.		• Business License Software Utilization • Community Development/Land Management Application Suite		•
Handheld Device Remote Connectivity: It would be very helpful to be able to visually capture an image in the field (with a camera on a phone for example), which is geo-tagged, and can be uploaded onto a Town server (preferably in the field) for cataloging purposes. This would allow us to capture and log the locations of literally thousands of transportation assets that currently only those of us who remember (or have access to GeoMedia) can relay.		• Mobile Access Improvements		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Real-time Data Capture: We spend a great deal of money every two years conducting town-wide traffic counts. At some point, it may be more cost effective to install in-ground (or certainly in the field) devices that capture vehicle and pedestrian counts at specific locations. Ideally, this would automatically link to a database that can be exported to whatever transportation firm that can analyze the data and produce level-of-service calculations for us. Once the LOS data is produced, it would be ideal for this data to be imported back into the database for historical information.		• In-Ground Traffic Monitoring		•
Link Data to Template Reports/Formats: Upload of these real-time counts to template reports and/or template formats onto the Town website for public information		• Website Development/Enhancements		•
Resource Tracking - Internal: A system that captures (at a gross level) the amount of time we spend in different work area categories (e.g.: customer service, device maintenance, capital projects, regional advocacy). Additionally, it is certainly unknown to the public how much time and resources we expend to process a planning application (from the approval process through to the last complaint following a project's construction).	• Consider using Community Development workflow time tracking • Consider using Project Accounting • Consider using Time sheets	• MUNIS Enterprise Application Needs Assessment • Community Development/Land Management Application Suite		•
Resource Tracking - External: The Town spends a great deal of funds contracting with consultants or other agencies to perform specific work (e.g., traffic signal maintenance). However, the only mechanism we have to track how much resources we expend is looking at the invoices we pay. It would be more ideal to get a sense of where we spend these funds (on signals, on in-ground flashers, radar display signs, etc.). It would be nice to convert County and Caltrans traffic signal (or traffic device) maintenance to track costs of devices/signals.	• Consider using Project Accounting and Work Orders	• MUNIS Enterprise Application Needs Assessment		•
Wireless Network in Public Places (including schools): Collaborate with the SRVUSD to develop a network that covers all public spaces to enable web access for a growing number of web-based programs (e.g., sales of TRAFFIX bus passes and featuring Street Smarts traffic safety videos at school auditoriums)		• Wireless Expansion and Guest Wireless		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
General performance is satisfactory; lunch time performance is VERY SLOW and a tremendous struggle (often with systems shutting down)		• Network Improvements		•
Support and maintenance of department application software is generally good. Many of the software applications have a specialty focus. In some cases, staff feels strongly that they <u>do not have access to adequate software due to limited licenses</u> (Adobe PDF Writer, GeoMedia, etc.).	• Training and budget issues	• MUNIS Enterprise Application Needs Assessment • Application Support Best Practices • Operational Department Software/Systems Training		•

Online Citizen Communication Needs & Issues (Gov 2.0 – Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Communicate electronically using "push" technology (e-mail, text, etc.) recognizes that this may require business owners/residents to register with the Town	•	• Website Development/Enhancements		•
Resident Community, where we want to keep residents with active projects or programs appraised of "what's happening" in their neighborhood. This could be partially achieved through "push" technology where we notify them of upcoming meetings and/or public hearings. It could also be achieved through the development and maintenance of web pages dedicated to development projects with a long time frame or long histories (and ones that transition from Planning during approvals, to Engineering during construction, to Police/Maintenance/ Transportation during the post-construction phase) where one centralized virtual location for the project/issue would be appropriate - examples: CPC Expansion, Weber Major Subdivision (and subsequent lawsuits), etc.	•	• Website Development/Enhancements		•
Business Community has been traditionally much more difficult because each business is unique - some prefer that you contact the owners, others operate through a store manager, and others through partners. Additionally, depending on the situation, we may need to contact the property owner - in addition to the business owner - who is often not the same person. In this case, we would recommend a more heavy reliance on push technology, rather than relying on business members to remember to check the Town website.	•	• Website Development/Enhancements • Business License Software Utilization		•

Online Civic Engagement & Social Collaboration (Gov 2.0 – Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
CIVIC ENGAGEMENT While the subject of online posts have been suggested, the reality is that there is not sufficient staffing in this functional area to maintain real-time interactive dialogs with the community at large on any given subject. Therefore, with regard to online civic engagement, "interactive" dialogs would not be real-time conversations on neighborhoods or other specific topics. Rather, we would rely on technology that allows for questions and feedback to be sent to the group, with staff compiling answers in the form of "FAQs" to post onto an electronic forum. As a side note, there is a suggestion to add a "Suggestion Box" feature on the website for residents to provide comments, energy saving solutions, etc. for Town consideration.	• One Way blogs • Online Surveys	• Website Development/ Enhancements • Online Social Collaboration		•
SOCIAL COLLABORATION On the subject of social collaboration, there may be more of an opportunity to provide a real-time dialogs for defined project teams, especially those that extend to individuals beyond the organization. This might be particularly helpful for capital projects and/or Special Events coordination where the event requires ongoing dialog among non-profits and different Town departments (as well as an ongoing list of "who does what").	• Limited Regular Blogs • Wikis	• Online Social Collaboration		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 – Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Free Town-wide Wi-Fi (at least in all parks, facilities, and public places)		• Wireless Expansion and Guest Wireless		•
Danville App for iPhones	• Determine functionality requirements and whether other Town applications can meet partial needs • Determine cost/benefit and resource requirements	• Mobile Access Improvements		•
"Registration" by publications who would like Danville Press Releases as a source of information for generating articles	• Constant Contact	• Website Development/ Enhancements		•
One central CMS system that allows citizens to manage their business licenses and permits, alerts, and subscriptions for all topics, including: special event notices, recreation program registration, public notifications, neighborhood meeting notifications, road construction or closure notices, inclement weather/emergency alert notifications, crime reports, meeting notices, etc. The CMS log-in for customers should support OpenID, to limit the clutter of passwords/login names required. Businesses, individuals, and others should be able to choose between managing their alerts by log-in only, RSS feed, daily digest e-mail, e-mail notifications, SMS, or telephone alerts (recorded messages for emergencies only).	• Constant Contact	• Website Development/ Enhancements		•

BUILDING

Functional Area Background

- Tasks include the review of construction plans for conformance with pertinent codes and regulations, issuance of building permits, inspection of construction sites to ensure compliance with approved drawings/specifications, ancillary computer inputting/filing/letter writing/phone work, and updating forms/handouts/fee schedules
- Mission: to provide excellent customer service via phone and person to person and offer information through handouts and website to enable our customers to be successful during the entire building process
- 7 Full-time Staff

Software in Use

- MS Access
- MS Excel
- MS PowerPoint
- MS Word
- MS Outlook
- Accela Permits Plus
- Adobe Acrobat
- LaserFiche
- MetroScan
- E-Copy
- Crystal Reports
- Business License
- GeoMedia

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Permits Plus for Building	• Software near end of life	• Community Development/Land Management Application Suite		
Field Inspection Notices		• Mobile / Field Application Access		
Plan Review Status		• Community Development/Land Management Application Suite		
Electronic Plan Check	• Consider using AutoCAD or other Plan check review software solutions	• Electronic Plan Reviews • Community Development/Land Management Application Suite		• Reduction of paper use and printing costs
Remote application access	•	• Mobile / Field Application Access		
Improved implementation of online permit application	• Utilize online permitting solution with new permitting software	• Community Development/Land Management Application Suite		
Improved LaserFiche utilization		• Electronic Document Management Needs Assessment		
Internet accessible computer in lobby for online permit application		• Town Lobby Kiosks		
Input planning fees into Permits Plus		• Community Development/Land Management Application Suite		

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
GIS		• Operational Department Software/Systems Training • GIS Needs Assessment		•	
LaserFiche		• Operational Department Software/Systems Training • Electronic Document Management System Needs Assessment		•	
MS Outlook		• User Training – Productivity & Office Software		•	
MS Word		• User Training – Productivity & Office Software		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Cell phones currently used for contact with field personnel. Smart phones would improve field personnel ability to provide information to public contacts, i.e. website info per manufacturer, code references, etc.		• Mobile Access Improvements		•
Text messaging would be beneficial and would provide another avenue for communication where calling would be difficult, i.e. during meetings, inspections, etc.		• Mobile Access Improvements		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Field laptops/Notebooks that provide the ability to link to permit program, web, building codes via search MS Word	• In-field Toughbook	• Mobile / Field Application Access		•
Ability to print notices from a list as opposed to physically writing on paper	• In-field printer	• Mobile / Field Application Access		•
Tablets for taking applications in the lobby		• Town Lobby Kiosks		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Network performance slows a bit during the lunch hour.		• Network Improvements • Emergency Preparedness		•
Accela Permits Plus is at a crawl speed compared to several years ago. Time spent for the inspection staff to input daily inspection records has increased from approximately 10-12 minutes to 30-40 minutes.		• Community Development/Land Management Application Suite • Network Improvements		•

Online Citizen Communication Needs & Issues (Gov 2.0 – Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Online survey via automatic e-mail to applicants following permit final approval asking what worked well before, during, and after the building process		• CRM (Citizen / Customer) Relationship Management		•
Need more FAQ's on website		• Website Development/Enhancements		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Dept. Manager is responsible for this		• Website Updates and Procedures		•
Map of active projects with drill-down		• Community Development/Land Management Application Suite • Website Development/ Enhancements		•
Heritage Resource Property video clips about the history		• Website Development/ Enhancements		•
"How To" videos to explain zoning concepts		• Website Development/ Enhancements		•
Marketing & Branding – video clips of driving through town		• Website Development/ Enhancements		•
Notification to contractors about upcoming code changes		• Website Development/ Enhancements • Business License Software Utilization		•
Online plan review status		• Website Development/ Enhancements • Community Development/Land Management Application Suite		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

PLANNING

Functional Area Background

- The Planning Division is a component of the Development Services department
- Primary tasks include administering and enforcing the Town's various Zoning Ordinances
- Staff in this division process development applications, prepare environmental review documentation, prepares updates and amendments to the General Plan and other advanced planning documents, and work with the Planning Commission, Heritage Resource Commission, and Design Review Board to coordinate the Public Hearing process
- 5 Full-time Staff
- 1 Part-time Staff

Software in Use

- MS Excel
- MS PowerPoint
- MS Publisher
- MS Outlook
- Adobe Acrobat
- Google Earth
- LaserFiche
- MetroScan
- Accela Permits Plus

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Zoning inquires	• Web based GIS	• GIS Needs Assessment		• People can access their zoning information at anytime
"Current Projects" list/database/map	• GIS integration with Community Development system	• GIS Needs Assessment • Community Development/Land Management Application Suite		• Ability to access information about nearby projects anytime – transparency
Apply for simple Planning Permits online (Tree Removal, Variance, Sign)	• Utilize the online permitting solution with a new permitting system	• Community Development/Land Management Application Suite		• Ease of applying – no business hour constraints
Videos/pictures of difficult to understand concepts	• Efficient cataloging of videos and pictures	• Electronic Document Management Needs Assessment • Website Development/ Enhancements		• Customers can read the ordinance and see an example that the Town has deemed "correct"
Planning application fees accepted at front counter should go into Permits Plus		• Community Development/Land Management Application Suite		• Tracking and ease of refunds
Heritage Resource virtual walking tour	• Efficient cataloging of videos	• Electronic Document Management Needs Assessment • Website Development/ Enhancements		• Walking tour map already existing, but virtual tour would allow people to view online and learn more about the program
Home Occupation Applications	• New Permit type	• Community Development/Land Management Application Suite		• Application can be filled out anytime. Ability to not allow incomplete applications.
Temporary Sign Permit Applications	• New Permit type	• Community Development/Land Management Application Suite		• Application can be filled out anytime. Ability to not allow incomplete applications.
Reduce the number of steps required to approve overtime		• MUNIS Enterprise Applications Needs Assessment		•
Communication handoff between plan check step and granting the permit	• Consider workflow capabilities within new planning and permitting software	• Community Development/Land Management Application Suite		•
Ability to attach files to Permits Plus	• New permitting software is needed	• Community Development/Land Management Application Suite		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Business License Information	Market analysis of square footage of each related state tax category (retail). Ability to see make-up of retail and analyze what the market can handle.	• Consider report queries. Additional data may need to be gathered and input.	• Community Development/Land Management Application Suite • Business License Software Utilization		•
State Department of Finance	Residential permit finals and demolitions	• Ad hoc report	• Community Development/Land Management Application Suite		•
Geomedia Property Profiles	Ability to readily obtain site permit history with aerial map (including zoning info) to provide to property owners with inquiries	• Need GIS application integration with Land Management Suite of applications	• GIS Needs Assessment		•
Property Review Notifications	Modify property review to complete notifications as previously done	• Need to utilize workflow functionality	• Community Development/Land Management Application Suite		•

Training Needs

Description	Observation & Recommendation	Initiative	Priority	Benefits	Number of Users
Business License		• Operational Department Software/Systems Training • Business License Software Utilization • Community Development/Land Management Application Suite		•	
Website maintenance		• Website Updates and Procedures		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Permanently mounted projector system for all presentations in Town Hall		• Town Meeting Audio/Visual		•
Code Enforcement history is in LaserFiche ('96-'06) and current ('06-'10) is in Permits Plus	• Consider migrating Permits Plus historical information to LaserFiche • Consider migrating Permits Plus current data to replacement system	• Community Development/Land Development Application Suite		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Web based GIS integration for citizen map query to project information by parcel/address	• Develop report and query-able layer and utilize with public GIS viewer software	• GIS Needs Assessment • Website Development/enhancements		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Online Permitting for Planning entitlements	• Use online permitting solution with new permitting software	• Website Development/ Enhancements • Community Development/Land Development Application Suite		•
Online current project database/map		• Website Development/ Enhancements • Community Development/Land Development Application Suite		•
Virtual walking tours of Heritage Resources		• Website Development/ Enhancements		•
Address query that would indicate zoning designation		• GIS Needs Assessment Website Development/ Enhancements		•
FAQ's including contact names and phone numbers		• Website Development/ Enhancements		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
A "current projects" list and map would help the public feel informed and give them the opportunity to participate in the hearing process, even if they are not located within the project's notification boundary		• Website Development/ Enhancements • Community Development/Land Development Application Suite		•
The ability to link plans and elevations to sites on the map would also be helpful to keep people up to date on development and redevelopment in Danville		• Website Development/ Enhancements • Community Development/Land Development Application Suite • GIS Needs Assessment		•
We are also interested in getting the public involved in the General Plan Process. This would include the ability to provide comments online directly to the contact and the ability to access information about the status of the update and the actual document itself.		• Website Development/ Enhancements		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Businesses, such as appraisers, could utilize the future zoning request feature to complete the necessary forms for their business		• Website E-Integration • Community Development/Land Development Application Suite • GIS Needs Assessment		•
Organizations, such as contractors and developers, could benefit from knowing where current projects are being proposed		• Website Development/ Enhancements • Community Development/Land Development Application Suite • GIS Needs Assessment		•
Contractors could also benefit from being able to apply online for basic Planning entitlements	• Use online permitting solution with new permitting software	• Website E-Integration Community Development/Land Development Application Suite		•

ENGINEERING

Functional Area Background

- Responsible for processing of subdivision and development applications, street improvements, right-of-way acquisition services, subdivision construction inspection, encroachment and grading permits, and development review of project applications
- Provides construction oversight and inspection of subdivision and development activities
- Organizes the preparation of a draft Five-Year Capital Improvement Program for Town Council review and approval
- Provides design and construction contract administration to manage and complete construction projects which includes providing contract design services related to CIP projects
- Facilitates a positive bidding environment for prospective project contractors
- Makes recommendations for award of construction projects
- Provides construction management and inspection on construction projects
- Provides for Pavement Management system updates and reporting, project design, and construction and inspection services related to street resurfacing and curb ramp upgrades
- 8 Full-time Staff
- 1 Part-time Staff

Software in Use

- MS Excel
- MS PowerPoint
- MS Word
- MS Outlook
- Adobe Acrobat
- AutoCad
- GeoMedia
- LaserFiche
- MetroScan
- MUNIS Accounting
- Property Review

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Municipal Filing system	• Consider LaserFiche • Consider SharePoint	• Electronic Document Management Needs Assessment		• Faster retrieval, searches, and storage
Incorporate email with Voicemail		• Unified Messaging		•
Circulate plans and specifications for CIP to contractors for bid	• Automated Bids Management Solution • Planning software	• Community Development/Land Management Application Suite		• Eliminate paper use, less expensive when digital, less work by Admin staff
Save construction photos to network drive	• Consider LaserFiche • Consider SharePoint	• Electronic Document Management Needs Assessment • Community Development/Land Management Application Suite		•
Notification of items scheduled for Planning Commission approval	• Planning software	• Community Development/Land Management Application Suite		•
Improve ease of tracking SPCP inspections and improve reporting access		• Community Development/Land Management Application Suite		•
Notification from planning on project approvals	• Consider using an integrated Community Development solution that contains workflow	• Community Development/Land Management Application Suite		•
Automate or streamline process for circulating plans and specifications for CIP's to contracts for bid		• Online Bids Management		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Performance Indicators	• Semi-annual report on production goals	• Consider using Time Reporting • Consider using MUNIS Project Accounting • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment • Operational Department Software/Systems Training		•
Monthly CIP Payments	• Monthly list of projects and construction progress from MUNIS	• Consider using new MUNIS Project Accounting • Consider using Business Objects • Consider using Crystal Reports	• MUNIS Enterprise Application Needs Assessment • Operational Department Software/Systems Training		•
CIP Status	• Quarterly report to Town Council on the status of various Capital Improvement Projects	• Consider using new MUNIS Project Accounting • Consider using Business Objects • Consider using Crystal Reports	• MUNIS Enterprise Application Needs Assessment		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
MUNIS Query Wizard Reporting		• Operational Department Software/Systems Training		•	
MS Office		• User Training – Productivity & Office Software		•	
GeoMedia		• Operational Department Software/Systems Training		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Phone video for field reviews		• Mobile Access Improvements		•
Cameras for inspectors		• Mobile Access Improvements		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
More storage capabilities for files		• Server Disk Consolidation (SAN)		•
More training on rollout of new processes and tools		• Software Selection Best Practices • Application Support Best Practices		•
Faster Website update process		• Website Updates and Procedures		•

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Direct contact from website via form with dropdown staff email address, subject line, and message area		• Website E-Integration • Website Development / Enhancements		•
Voicemail to email		• Unified Messaging		•
Easier website update process		• Website Updates and Procedures Website Content Management Needs / Tools		•
Backup of website communication activities		• Website Content Management Needs / Tools		•
Automated notification to the public for closures of public facilities as a result of construction activity (roads, parks, facilities)	• Consider using Constant Contact	• Website Development / Enhancements		•
Ability for citizens to check status of code complaint	• Integration between CRM and Code Enforcement	• CRM (Citizen / Customer) Relationship Management • Community Development/Land Management Application Suite		•
Separate subscription service notification for jobs available to design consultants and contractors		• Website Development / Enhancements • Online Bids Management		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Automated notification to the public of closures of public facilities as a result of construction activity (roads, parks, facilities)	• Consider using Constant Contact	• Website Development / Enhancements		•
Plan holders list		• Website Development / Enhancements • Online Bids Management		•
Bid results		• Website Development / Enhancements • Online Bids Management		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
When will my street by paved?		• Website Development / Enhancements • GIS Needs Assessment		•
Why wasn't my section of street paved?		• Website Development / Enhancements • GIS Needs Assessment		•
How do I request and purchase a plan set?		• Website Development / Enhancements • Online Bids Management		•
What are the impact fees for a given development?		• Website Development / Enhancements		•
How do I request a sample C4 regulation plan?		• Website Development / Enhancements		•
Who is responsible for maintenance of the creek?		• Website Development / Enhancements		•
Recycling and Disposal locations and criteria		• Website Development / Enhancements		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Audio and video recording of meetings for website/RSS/podcast/YouTube		• Council Video Streaming		•
Monitor social media	• Did not want two way blogging	• Online Social Collaboration		•
Professional response to some social media with direct contact	• Need more internal discussion and policy/procedure decision made	• Online Social Collaboration		•
Automated outreach to public or user groups on pending or active construction projects in the community		• Website Development / Enhancements		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 - Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

MAINTENANCE

Functional Area Background

- The Maintenance Department's mission is to provide effective, efficient maintenance services in a timely manner based on the current resources
- Tasks are:
  - Parks Maintenance
  - Roadside Maintenance
  - Street Maintenance
  - Building Maintenance
  - Streetlight Maintenance
  - Fleet Management
  - Special Events Support

- 24 Full-time Staff
- 2 Part-time Staff

Software in Use

- MS Excel
- MS Word
- MS Outlook
- Class
- MUNIS Budgeting, Payroll, Purchase Orders
- QuickBooks

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Streetlight Outage Notification and Work Tracking: PG&E, Contra Costa County, Caltrans and Town	• Consider CRM • Consider using MUNIS Work Orders • Warranty Tracking • Inspection Tracking	• CRM (Citizen / Customer) Relationship Management • Work Orders Application - MUNIS		• Reduce phone calls, eliminate hand counting
Work Orders	• Consider using MUNIS Work Orders	• Work Orders Application - MUNIS		• Reduce number of people involved, eliminate manual accounting
Park Reservations/Picnic Reservations	• Consider using Class Online Facilities Reservations	• Operational Department Software/Systems Training		• Reduce number of people involved and potentially need to have staff physically post
Field Reservations	• Consider using Class Online Reservations • Consider providing Wi-Fi access at the Fields	• Operational Department Software/Systems Training		• Reduce number of people involved and potentially need to have staff physically post
Banner Change outs	• Consider installing an electronic messaging boards at the Parks	• Work Orders Application - MUNIS		• Reduce staff time and error issues dealt with by staff
Field Closures	• Consider using a Website subscription service	• Website Development / Enhancements		• Reduce staff time, lessen public frustration
Dog Park Closure	• Consider using a Website subscription service	• Website Development / Enhancements		• Reduce staff time, lessen public frustration
Water Feature Hours of Operation	• Consider posting on Website	• Website Development / Enhancements		• Reduce staff time, lessen public frustration
Mowing Schedule	• Consider using MUNIS PM work orders	• Work Orders Application - MUNIS		• Better information to the public and user groups
Vandalism/Graffiti (Security)	• Consider installing more and upgrading existing cameras at parks, facilities, and hot spots	• Security Improvements		• Reduce staff time for both maintenance and police
Work Alternative Hours Tracking	• Consider mapping Timesheet data to Business Objects for reporting	• MUNIS Enterprise Application Needs Assessment		• Reduce staff time, eliminate manual tracking
Unlocking of restrooms using Central Irrigation System by Motorola		• Security Improvements		• Reduce staff time, reduce contract costs, improve service level
Upgrade DOS Central Irrigation System for all controllers in Town		• Central Irrigation Controls		•

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Light Management	• Class 7.0 Upgrade and interface with MUSSCO lighting • Not all lights are MUSSCO	• Central Facilities Light Management		• Reduce staff time, reduce customer frustration, put ownership on the user and remove from the Town
Notification of CIP project work from Engineering	• Consider using Community Development with Workflow	• Community Development/Land Management Application Suite		•
Streetlight maintenance and inspection tracking	• Consider using MUNIS Work Orders	• Work Orders Application - MUNIS		•
Performance Indicators	• Consider MUNIS Time Tracking • Consider MUNIS Work Orders • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment		•
Automate Preventative Maintenance	• Current schedule is based on experience (not written down) or posted on office wall • Consider using MUNIS Work Orders	• Work Orders Application - MUNIS		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Performance Indicators	• Report of performance indicators to Town Council twice a year	• Consider MUNIS Time Tracking • Consider Ad hoc reports from base operation software applications	• MUNIS Enterprise Application Needs Assessment		•
Streetlight Outages	• Monthly report distributed to responsible agencies: • PG&E, Contra Costa County, Caltrans and Town	• Ad hoc report	• Work Orders Application - MUNIS		•
Work Alternative Hours	• Yearly report generated by counting sign-in sheets	• Ad hoc report • Consider MUNIS Time Tracking	• MUNIS Enterprise Application Needs Assessment		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
LaserFiche		• Electronic Document Management Needs Assessment • Operational Department Software/System Training		•	
GIS	• Query/Reader capability	• GIS Needs Assessment • Operational Department Software/System Training		•	
MS Office		• User Training – Productivity & Office Software		•	
MUNIS Work Orders		• Operational Department Software/System Training		•	
Scan and email from copier		• User Training – Productivity & Office Software		•	
Records Retention	Consider using Laserfiche	• Electronic Document Management Needs Assessment • Operational Department Software/System Training		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Telephone Call Tracking		• Operational Department Software/System Training		•
Ability to scan and email with area copier		• Operational Department Software/System Training		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
12 LaserFiche licenses		• Electronic Document Management Needs Assessment		•
Smart phones with ability to interface and respond to emails, Facebook, twitter, etc.		• Mobile Access Improvements		•
3 Toughbook laptops with access to Class, MUNIS Work Orders, and GIS to check reservations for fields, parks, buildings, and picnic areas		• Mobile / Field Application Access		•
More Wi-Fi in the parks		• Wireless Expansion and Guest Wireless		•
Want to GPS all assets		• GIS Needs Assessment		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Provide 3 Toughbook laptops for Supervisors to use in the field		• Mobile / Field Application Access		•
Upgrade Central Irrigation System so IT can assist with computer issues		• Central Irrigation Controls		•
Better responsiveness to IT related issues that occur out in Maintenance		• Improve IT Productivity • IT Staffing		•
Better role-out of the latest technology, programs, and applications to Maintenance		• Software Selection Best Practices • Application Support Best Practices		•

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Ability to send email directly to or the ability to access from a laptop, Netbook, or smart phone		• Mobile Access Improvements		•
Ability to notify the public of field closures and moratoriums, restroom closures, dog park closures and moratoriums, park closures, changes in now schedules, spraying of park sites, clouding issues, storm information, project information and updates, water feature hours of operations/closures, and notification of special events		• Website Development / Enhancements		•
Request leaves be removed	• Consider CRM	• CRM (Citizen / Customer) Relationship Management		•
Request animals be removed	• Consider CRM	• CRM (Citizen / Customer) Relationship Management		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Want central Website updates rather than at the Dept. level		• Website Updates and Procedures		•
Would be willing to do quick updates such as closures		• Website Updates and Procedures		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Capability of internal two-way communication		• Electronic Collaboration Tools		•
Want Citizen feedback	• Consider one way blogs	• Website Development/ Enhancements		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 – Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Want notification regarding Permits that will result in digging up landscaping in order to mark irrigation	• Consider using MUNIS Work Orders • Consider using Community Development with Workflow	• Work Orders Application – MUNIS • Community Development Land Management Suite		•

RECREATION

Functional Area Background

- Recreation Services Department is responsible to provide, promote, and encourage recreation opportunities for residents
- Provides classes, programs, events and services for all residents
- Primary tasks include planning programs, registration, implementing programs, and renting facilities
- 15 Full-time Staff
- 60-100 Part-time Staff

Software in Use

- MS Office
- MS Outlook
- Class
- Constant Contact
- Adobe Design Suite
- Adobe Professional
- Basecamp
- Issuu.com
- WindowWork.com

Automation Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Light Requests/Turning on Sports Lights		• Central Facilities Light Management • Class Software Upgrade		• Accuracy and real-time on demand usage
Hiring Process/Applications		• Online Application Tracking - MUNIS		•
Book Picnics Online	• Consider Class Facilities Registration or Reservations	• Website Development / Enhancements		•
Notification of Finance policy changes or deadline changes	• Consider using Town Intranet	• Website Development / Enhancements		•
Wi-Fi at Parks and Facilities		• Wireless Expansion and Guest Wireless		•
Work Requests		• CRM (Citizen / Customer) Relationship Management • Work Order Applications - MUNIS		•
Add Point of Sale module	• CLASS Point of Sale Module	• CLASS Software Upgrade		•

Reporting Needs

Name	Description	Observations & Recommendations	Initiative(s)	Priority	Benefits
Demographic Statistics and Usage Reports	Gathering information regarding frequency and use of programs	• Consider using Class report writer	• Operational Department Software/Systems Training		•

Training Needs

Description	Observations & Recommendations	Initiative	Priority	Benefits	Number of Users
All new applications as they are implemented		• Software Selection Best Practices • Application Support Best Practices • Operational Department Software/Systems Training		•	
Online Training for part-time staff		• Online Employee Training		•	

Telecommunication Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Need reliable telephone connection at offsite facilities		• Network Improvements		•
Need reliable access to applications and data at offsite facilities	•	• Network Improvements		•

Other Technical Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Real-time video surveillance		• Security Improvements		•
LED monitor in front of Senior area announcing class info	• Consider electronic message boards	• Website Development / Enhancements		•
Handicap assist doors at Community Center and OHP ComCenter				•
Smartbox with DVD player in OHP ballroom				•
Assisted Listening devices RFI for hearing aids		• Town Meeting Hall Audio/Visual		•
Town-wide procedure and process to evaluate new technologies	• IT Committee implementation and best practices recommendations	• Software Selection Best Practices		•

IT Support Needs

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits

Online Citizen Communication Needs & Issues (Gov 2.0 - Principle 1)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Map of each park		• Website Development/ Enhancements • GIS Needs Assessment		•
Sport field availability	• Consider Class Facilities Reservations	• Website Development/ Enhancements		•
Picnic table location in relation to ???		• Website Development/Enhancements • GIS Needs Assessment		•
Locations of all Rose Garden plaques and all Ware Memorial stones		• Website Development/Enhancements • GIS Needs Assessment		•
Historic information on the parks		• Website Development/Enhancements		• 3rd Grade School Project
Dog Park information		• Website Development/Enhancements		•

Website Content Needs & Issues (Gov 2.0 - Principle 2)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
All Recreation staff available to support Website content updates		• Website Updates and Procedures		•

Online Civic Engagement & Social Collaboration (Gov 2.0 - Principle 3)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits
Feedback on programs, events, etc. needed	• Consider CRM online surveys • Consider blogs	• CRM (Citizen / Customer) Relationship Management		•
Parks & Recreation Bog supported by Parks and Recreation staff		• Online Social Collaboration		•
Parks & Recreation Facebook presence created and supported by Parks & Recreation staff		• Online Social Collaboration		•
Twitter account created and supported by Parks & Recreation staff		• Online Social Collaboration		•

Business & Other Organization's Utilization & Leverage of Town Technology & Capability (Gov 2.0 – Principle 4)

Description	Observations & Recommendations	IT Initiative(s)	Priority	Benefits